

IN THE ABSTRACT:

The Abstract as amended below with a replacement Abstract shows added text with underlining and deleted text with ~~striketrough~~.

Please **REPLACE** the Abstract as marked below to show changes. The replacement Abstract is submitted on a separate sheet (37 CFR 1.72).

The present invention provides a communication assistance process that is performed by a communication assistance device connected to a plurality of user terminals via a network. During a communication (or video) conference call, when assistance data associated with a topic in the conference is provided to a plurality of user terminals in the form of a voice data, the communication assistance process adjusts the sound volume of voice data in the assistance data if it was determined that voice data is included in the communication data received from the plurality of user terminals, and if voice data is also included in the assistance data, the assistance data that includes sound volume adjusted voice data is then provided to the plurality of user terminals. Accordingly, the communication assistance process allows communications in a conference system to proceed smoothly.~~The communication assistance process includes the steps of: receiving communication data transmitted from the plurality of user terminals; acquiring assistance data that serves to assist communication between the plurality of user terminals; determining whether or not voice data is included in the received communication data; determining whether or not voice data is included in the assistance data; adjusting the sound volume of voice data in the assistance data if it was determined in the communication data determination step that voice data is included in the communication data received from the plurality of user terminals, and it was determined in the assistance data determination step that voice data is included in the assistance data; and providing assistance data that includes sound volume adjusted voice data to the plurality of user terminals.~~